

EMERGENCY TELEPHONE SERVICE COMMITTEE MEETING
Held at Clinton County Courthouse
St. Johns, Michigan
August 1, 2001
10:00 a.m.

MEMBERS PRESENT	REPRESENTING
Lt. Col. Stephen Madden, Chair	Department of State Police
Mr. Paul Rogers, Vice Chair	National Emergency Number Association
Mr. Dale Berry	Michigan Association of Ambulance Services
Mr. John Buczek	Fraternal Order of Police
Mr. Hugh Crawford	Michigan Association of Counties
Mr. Steve Berenbaum, rep. Ms. Kelly Fennell	Telecommunications Association of Michigan
Mr. Ralph Gould	Michigan Communications Directors Association
Sheriff Dale Gribler	Michigan Sheriffs' Association
Ms. Suzan Hensel	Assn. of Public Safety Communications Officials
Lt. Jim Hull	Deputy Sheriffs' Association
Mr. John Hunt	Public Member, Governor Appointed
Ms. Marilyn Moore	Michigan Public Service Commission
Mr. Charles Nystrom	Public Member, House Appointed
Mr. John Patrick	Department of Consumer and Industry Services
Sgt. Mark Thompson	Michigan State Police Troopers Association
Chief Paul Trinka	Michigan Association of Fire Chiefs

MEMBERS ABSENT	REPRESENTING
Chief James Bartholomew	Michigan Association of Chiefs of Police
Chief William Corbett	Public Member, Senate Appointed
Mr. Paul Hufnagel	Michigan Professional Firefighters Union
Mr. Robert Struck	UP Emergency Medical Service Corp.
Mr. Scott Temple	Commercial Mobile Radio Service

This meeting of the Emergency Telephone Service Committee (ETSC) was convened by Lt. Colonel Madden at 10 a.m.

APPROVAL OF MINUTES

MOTION to approve the minutes of the May 22, 2001, ETSC meeting. A vote was taken and the MOTION CARRIED unanimously.

REPORTS

A. REPORT OF THE CHAIR

• **Retirement Announcements**

Mr. Mike Sexton was congratulated on his retirement from Ameritech. Mr. Sexton is the current president of the Michigan Chapter of NENA and will continue to serve in that position for the full term. He has been very actively involved in moving Michigan's wireless E9-1-1 efforts forward and will continue to work with the ETSC and the public safety community through his NENA position.

It was also announced that Mr. Dave Green is retiring from Verizon (formerly known as GTE). Mr. Green served as the Telecommunications Association of Michigan representative to the ETSC for a period of time and has been a key figure in bringing both wireline and wireless E9-1-1 to Michigan's citizens. He has been a strong supporter of the ETSC and public safety for many years.

Second Year Certification

At its May meeting, the ETSC voted to certify all 83 counties eligible to receive second-year wireless funding. A letter dated May 25, 2001, was sent to the Department of Treasury notifying them of this action.

Cass and Schoolcraft County Compliance

As directed by the Committee at the May meeting, letters were sent to Cass and Schoolcraft counties asking for additional documentation to verify compliance for second-year funding. The requested information was subsequently received from both counties.

Collection of 9-1-1 Stories

The ETSC administrative staff would like to establish a library of current "wireless E9-1-1 stories" that demonstrate the need for Phase I and II technology. These stories will be shared, upon request, with interested parties. Anyone who has a significant story to relate about a wireless 9-1-1 call that demonstrates the need for enhanced wireless 9-1-1 is asked to forward the information to Ms. Linda Cwiek, Uniform Services Bureau, Michigan State Police, 714 S. Harrison Rd., East Lansing, MI, 48823. Please include a detailed description of the call/incident, the outcome, the location, and the date and approximate time it occurred. News articles may also be forwarded.

July 2001 Payment to Counties

The second quarter, second-year wireless fund payment to counties was issued by the Department of Treasury this week. This is the first payment calculated using the 2000 census figures.

NENA News Article on March Critical Issues Forum

Attendees were provided with a copy of an article about Michigan's March Critical Issues Forum (CIF), which was published in the Summer 2001 edition of the National NENA News. The article, authored by Mr. Bob Currier of Intrado (formerly SCC Communications), was very complimentary of Michigan's efforts.

Public Member Appointments

The two-year appointments for the Governor's, House, and Senate public member representatives to the ETSC are scheduled to expire in October 2001. A letter was recently received from Rep. Rick Johnson appointing Mr. Charles Nystrom to another term as the House of Representatives member. Letters have been sent to the Governor's Office and Senator Dan DeGrow asking for their appointments for the next two-year term. Chief Corbett has indicated that he will be unable to continue to serve as the Senate representative.

B. DISPATCHER TRAINING SUBCOMMITTEE REPORT

The Dispatcher Training Subcommittee has been very active over the past several months putting together the processes needed to begin distribution of the dispatcher training funds. The subcommittee met on July 13 to finalize its recommendations to the ETSC.

The Dispatcher Training Distribution form (ETSC-101) was distributed in a mass mailing in early June. Deadline for submission of forms was July 2, 2001 (postmark date). Of the 191 primary PSAPs identified in Michigan, 145 submitted requests for dispatcher training funds and 46 did not apply. The subcommittee recommends 143 applications be approved and two be rejected due to late filing. The 143 approved applications cover a total of 1,814 eligible dispatchers. With \$421,009 available for this first distribution, the per dispatcher amount for distribution is estimated to be approximately \$232.

MOTION by Mr. Nystrom that the August 2001 wireless training fund distribution be paid to the 143 certified Primary PSAPs from funds collected between January 2000 and December 31, 2000. Motion seconded.

Lt. Jim Mynsberge, Auburn Hills Police Department, appeared before the Committee to appeal the subcommittee's decision to reject Auburn Hills' request for funding. Auburn Hills' ETSC-101 form was signed and dated on July 3, 2001, and was postmarked on July 4, 2001. Lieutenant Mynsberge advised they moved to a much larger facility during the month of June. The disruption of that move contributed to the delayed submission of their request. Auburn Hills appreciates the efforts of the Training Subcommittee and supports the need for dispatcher training. Lieutenant Mynsberge further recommended the committee explore alternative methods for notifying agencies of this process and for allowing agencies to submit applications; e.g., via email. This would help reduce the amount of paperwork involved.

Mr. Nystrom recommended this appeal be denied. Since the July 2 deadline date, Mr. Nystrom has received calls from other agencies asking if they can still apply and he has advised them they cannot. He indicated that to make an exception for the two late applicants would open the door for the other 46 agencies to apply as well. The subcommittee originally planned to recommend the first distribution of funds include all money collected through July 2001, but later voted to distribute only those funds collected in 2000. While this means less money will be distributed this time, there will be more money available for the second distribution when it is anticipated more agencies will apply.

AMENDED MOTION by Mr. Crawford to grant the appeal of Auburn Hills. Motion seconded. Six votes in support and ten votes in opposition. MOTION FAILED.

Vote on original MOTION by Mr. Nystrom that the August 2001 wireless training fund distribution be paid to the 143 certified Primary PSAPs from funds collected between January 2000 and December 31, 2000. MOTION CARRIED by unanimous vote.

Mr. Nystrom advised that form ETSC-201 will be used by the Michigan Commission on Law Enforcement Standards (MCOLES) to approve training courses. The form is sent direct to them. For this reason, MCOLES has asked the form be renumbered to TC-34D to fit within their forms structure.

MOTION by Mr. Nystrom that ETSC form 201 be replaced by form TC-34D. Additional attachments to form TC-34D will be (1) Procedures for Reviewing TC-34D and (2) MCOLES/ ETSC Training Approval/Appeal Process chart. MOTION SECONDED AND CARRIED by unanimous vote.

MOTION by Mr. Nystrom that the 9-1-1 Center Personnel Training Fund Distribution, 2001 Guidelines be adopted and distributed to all primary PSAPs statewide. MOTION SECONDED AND CARRIED by unanimous vote. These guidelines include the revised distribution dates.

MOTION by Mr. Nystrom that the money from the wireless \$.03 fund be used to compensate and support MCOLES in the certification (approval) of 9-1-1 training, instructor, and vendor acceptance. Motion seconded.

Lt. Colonel Madden voiced his opposition to this recommendation. The \$.03 funds may only be spent with legislative approval and is designated by statute to be used to fund "priority issues of 9-1-1 coverage." The Michigan State Police (MSP) is in the process of developing an RFP to hire a consultant to assist in developing a prioritized list for submission to the Legislature. MCOLES may ask for consideration as part of this process. Further, Section 714(2) of P.A. 32 provides that "The department of state police and the public service commission shall provide staff assistance to the committee as necessary to carry out the committee's duties under this section." The MSP Uniform Services Bureau provides considerable staff time and resources to the ETSC without additional funding. MCOLES is also a division within MSP.

Mr. Nystrom reiterated his support for this motion and indicated that MCOLES staff members have spent a considerable amount of time working with the subcommittee on this effort. While he realized the committee cannot authorize payment to MCOLES, he asked the committee to author a letter of recommendation for submission to the Legislature. No specific dollar amount has been identified.

Mr. Gould indicated that the Michigan Communications Directors Association has gone on record recommending the \$.03 funds be used to fund a statewide 9-1-1 coordinator position. While both are good causes, to now support a different recommendation on use of the funds would put MCDA in an awkward position.

Mr. Berry questioned whether, given current economic conditions, the \$.03 funds would be placed in the state's general fund. Lt. Colonel Madden advised that these funds are restricted by statute and will not be placed in the general fund.

MOTION by Mr. Patrick to table the original motion until the RFP and planning process can be completed, and the committee can be given time to evaluate the outcome. Mr. Nystrom supported. MOTION CARRIED by unanimous vote.

Lt. Colonel Madden thanked Mr. Nystrom and the members of the subcommittee for their efforts in moving the dispatcher training fund process forward.

C. CMRS SUBCOMMITTEE REPORT

The ETSC recently received its second request for reimbursement from a CMRS supplier (assigned MSP Voucher #01-0002). In compliance with P.A. 32 of 1986, as amended, all identifying information was removed from the invoice by MSP staff before it was submitted to the CMRS Subcommittee for review and recommendation. As requested by one of the CMRS Subcommittee members, MSP administrative staff contacted the supplier and obtained a brief explanation of one item in question to the satisfaction of the subcommittee.

Committee members were provided with copies of the CMRS Subcommittee's July 9 minutes and the invoice. Audience members were provided copies of the minutes, but not the invoice.

MOTION by Lt. Colonel Madden to approve payment of voucher 01-0002 in the amount of \$62,177.02.

MOTION SECONDED AND CARRIED by unanimous vote.

D. POLICY SUBCOMMITTEE

Mr. Hunt provided the following report on behalf of the Policy Subcommittee. The subcommittee was asked to review the existing ETSC Policies and make recommendations on whether or not each should be retained, modified, or deleted. The subcommittee completed this charge and its recommendations were provided to the committee for review.

POLICY A – Routing of Cellular Wireless 9-1-1 Calls

The subcommittee recommends this policy be retained with revisions. Recommend the word "cellular" be changed to "wireless" throughout the document. In the second paragraph, change "consolidated dispatch" to "primary public safety answering point."

Lt. Colonel Madden voiced his concern that this policy places the responsibility for handling wireless calls in counties without consolidated dispatch on MSP. Every county has gone on record requesting wireless surcharge funds and Phase I service. If counties accept wireless funds, they cannot expect MSP to continue to handle their wireless calls.

Several other questions and concerns were raised by committee members and the audience regarding the wording of this policy. After discussion, Policy A was referred back to the subcommittee for further review.

POLICY B – Transfer of Emergency Information Between Public Safety Answering Points

The subcommittee recommends this policy be retained as is.

Current policy recommends information be relayed by telephone or direct radio contact, and not by LEIN. Mr. Gould suggested language be added to include digital technology as a means of transferring information. Mr. Rogers reported that, in the past, there were occasions when information was relayed by LEIN and delays resulted when no one at the receiving end saw it for a period of time. Some confirmation of receipt is necessary. Ms. Coates, Oakland County CLEMIS, reported that they will soon be able to transmit information via their CAD system. Calling to confirm receipt would be needless and time-consuming.

Mr. Hunt recommended this policy be returned to the subcommittee. The legislation defines methods of transfer and the subcommittee will review this language to determine whether changes should be made either to the policy or to the existing legislation to address digital technology.

POLICY C – Procedures for Cellular Telephone Callers Reporting an Incident in Progress

The subcommittee recommends this policy be retained, changing the word "cellular" to "wireless."

This policy was originally drafted to address situations where good Samaritans use their vehicles and wireless phones to follow suspects. This practice raises safety concerns for the citizen and liability concerns for the dispatch center.

Sergeant Thompson pointed out that the policy uses the word "chase" in one paragraph and "follow" in the next, and the two words have very different meanings to him. Much valuable information can be obtained from a citizen following a suspect, like a possible OUIL, at a safe distance.

The ETSC does not have the authority to mandate PSAPs to take any particular action; its role is advisory only. It was suggested the name of the policy be changed from "Procedures . . ." to "Guidelines"

Other comments included use of the word "subject" then "suspect," reference to turning the call over to a supervisor when this is not always an option; and the suggestion that this issue should be addressed as a training issue, not a policy.

Sheriff Gribler stated that he believes it is important for the ETSC to have a policy on this matter, particularly in light of recent passage of the new CCW law.

Policy C was referred back to the subcommittee for further review.

POLICY D – Transfer of Cellular 9-1-1 Calls Between Public Safety Answering Points

The subcommittee recommends this policy be retained, changing the word "cellular" to "wireless."

MOTION by Lt. Colonel Madden to retain Policy D as is with the recommended changes. MOTION SECONDED AND CARRIED by unanimous vote.

POLICY F – Use of 9-1-1 System by Public Safety Personnel for Non-Emergency Calls

The subcommittee recommends this policy be deleted now that P.A. 32 of 1986, as amended, Section 605 (1-4) addresses this issue.

MOTION to delete Policy F. MOTION SECONDED AND CARRIED by unanimous vote.

E. LEGISLATIVE ACTION SUBCOMMITTEE REPORT

Lt. Colonel Madden reported that the subcommittee has been working on the 2001 Annual Report to the Legislature on the Implementation of Wireless E9-1-1. Copies of the draft document were provided to committee members for their review. The recommended tone of this annual report is that Michigan is moving forward, but much more needs to be done. Comments and suggested changes should be referred to Ms. Linda Cwiek as soon as possible. This report is due to the Legislature by August 31, 2001.

During a recent subcommittee meeting, the group entertained a lively discussion on the reasons why Michigan is not further along in Phase I implementation. Several reasons were identified; however, it was also noted that states around the country are experiencing similar difficulties. Michigan was commended at the recent National NENA conference in Florida for its ability to get Phase I service requested statewide.

A primary area identified as hindering Michigan's progress is the lack of project management at the statewide level. Included in the current draft is a recommendation from the ETSC that the state hire a full-time 9-1-1 coordinator to assist with both wireline and wireless issues. Some current ETSC members and MSP staff members are spending an increasing amount of time working on these issues and they cannot continue to do so.

Mr. Hunt stated his opposition to this proposal, as the ETSC has taken no formal action to support the recommendation.

Mr. Rogers stated his support for including the recommendation in the report. He believes Michigan is at a point where a statewide coordinated effort is needed. This is in no way intended to take away local control. Wireless implementation is a classic example of something that could go better if we had statewide project management. Steps taken by one county to implement wireless impact the surrounding counties. Someone is needed to meet regionally with all those involved to make sure the processes come together. A statewide coordinator could also attend national symposiums and bring back information to those agencies that cannot afford to send their own staff.

A lack of cohesiveness has been identified in the wireless implementation process. When wireline E9-1-1 was being established, Ameritech and GTE representatives worked closely with the counties and PSAP directors to help them through the process. With wireless implementation, many carriers and database providers are out of state. Additionally, if a wireless carrier receives a Phase I request for service from a PSAP, they are required to provide it. There is no requirement that the PSAP coordinate its efforts with other PSAPs within its county or adjoining counties. This causes a concern for the wireless carriers that they may be left with abandoned towers as the process evolves.

Mr. Hunt pointed out that the NENA checklist includes steps a PSAP should follow, including a recommendation that the 9-1-1 service provider be included in initial planning sessions. This could alleviate concerns about a lack of cohesiveness.

Ms. Moore agreed that there is a need for a statewide 9-1-1 coordinator. She said the number of inquiries regarding 9-1-1 coming into the Michigan Public Service Commission (MPSC) has been increasing over the years. She attributes the increase over time to the fact that Ameritech and Verizon, the major two incumbent telephone providers in the state, used to perform 9-1-1 functions for county and PSAP staff which should have been performed by the county and PSAP staff. Then competition was introduced into the telecommunications market; greater demands were placed on Ameritech and Verizon, and they no longer had the time or staff to perform these functions. To compound matters, there was the entry of competitive telephone providers, wireless providers, consultants, and others into the telecommunications market, and many of them are not certain what needs to be done. This is leading to confusion and inefficiency.

Mr. Hunt stated his concern over the fact there is no job description or parameters established for how this position would function. While he agrees that some ETSC members spend an inordinate amount of time on ETSC related issues, he cannot support the hiring of a statewide coordinator at this time. Mr. Gould offered the assistance of MCDA in drafting a position description for the committee's consideration.

Lt. Colonel Madden views this recommendation as a starting point; he would like the ETSC to go on record that it views certain functions beyond its scope. This will eventually lead into discussions with the Legislature, the Michigan Department of Management and Budget, and the Michigan Department of Civil Service to address function, position level, funding, etc.

MOTION by Mr. Hull that the ETSC 2001 Annual Report to the Legislature include a recommendation that the state pursue the feasibility of establishing a statewide 9-1-1 coordinator position. MOTION PASSED with 14 yes votes and 2 no votes.

Lt. Colonel Madden asked Mr. Gould to begin working with MCDA on preparing a draft position description.

DISCUSSION

A. REACTIVATION OF RESOURCE MANAGEMENT SUBCOMMITTEE

At the last ETSC meeting, Sheriff Gribler requested the Resource Management Subcommittee be reactivated to review issues of personnel/resource management, particularly in areas that have a joint law enforcement presence. Calls for service are being handled inconsistently from county to county, and he believes a statewide policy would be beneficial.

Lt. Colonel Madden stated that Sheriff Germond, the former Michigan Sheriffs' Association representative to the ETSC and a member of the Resource Management Subcommittee, believed that call management was best handled at the county level and he did not support establishment of a statewide policy.

Sheriff Gribler will take this issue back to his membership for discussion and draft an issues paper for future consideration by the Committee.

B. CDPD AND THE WIRELESS SURCHARGE

Ms. Patricia Coates, Oakland County CLEMIS, brought forward a concern about the wireless surcharge being applied to CDPD (Cellular Digital Packet Data) lines. A large number of police departments, local governments, and businesses in the metropolitan Detroit area use CDPD for connectivity for mobile data. The law enforcement systems are normally closed systems, without even internet capability. The local governments primarily send meter reading data back to a billing system, and the primary business use is for automatic vehicle location (AVL). The devices are connected to modems, not cellular telephones, and do not have a dial-able number associated with them. These users normally do not have a mobile telephone connection within the modem, and the devices in use could not dial 9-1-1.

Cingular Wireless believes the law is clear in that they must charge for each connection and a CDPD line is a connection. They do not believe they have the option of not collecting the surcharge on these lines, with the existing wording in the law.

Mr. Rogers pointed out that some mobile communications connections do permit the vehicle to access the internet. Voice over IP mechanisms may eventually be able to contact 9-1-1. The Committee must be careful in its actions on this matter as technology is growing and changing rapidly.

Mr. Hunt advised that NENA is addressing this at the national level. At some point in the future, voice over capability will be a reality.

Lt. Colonel Madden asked Ms. Coates to outline her concerns to him in writing. He will then contact the Attorney General's office and ask for guidance on this matter.

C. Michigan Public Service Commission (MPSC) Web Page

Ms. Moore advised that MPSC Communications Division has added to their web page a section under Other Information titled "9-1-1 Related Materials." This section includes pdf files for Michigan 9-1-1 Charges by County and Local Telephone Companies by County, and a link to the ETSC web site.

PUBLIC COMMENT

Mr. Jim Fyvie, Clinton County Central Dispatch Director, reported that the Clinton County Board of Commissioners has approved a mobile data computer project for their dispatch center that includes mapping and AVL. Mapping is the last component to be completed for the center to be FCC Phase II compliant. Projected completion date is November 2001.

NEXT MEETING

Wednesday, September 26, 2001, 2 p.m., at the Kettunen Center, 14901 4H Drive, Tustin, Michigan, in conjunction with the APCO Fall Conference. Information regarding the APCO Fall Conference can be found on the new APCO web site at www.miapco.org.

The meeting adjourned at 12:30 p.m.

Approved:

Lt. Col. Stephen D. Madden, Chair
Emergency Telephone Service Committee